**Introduction**

In this assignment I am going to write about two people called Sam and Verna who both have health and social care needs.

First, I will explain how health and social care services meet the needs of Sam and Verna.

I will then explain how barriers could affect the use of one health or social care service and also explain how these barriers can be overcome.

I will then analyse the extent to which health and social care services meet the needs of individuals in a given scenario,

Finally I will assess the suitability of health and social care services for Sam & Verna, making justified and realistic suggestions for how barriers for one service can be overcome.

**Sam & Verna Case Study**

**Verna Williams is 48 years old** and lives with her husband Sam, and their two cats. They live on the second floor of a block of flats. The lift is often broken. This means that access to the street is down two flights of stairs. The block of flats is on a new estate (The Meadows, Mitton, Tewkesbury) half a mile from the nearest bus stop. Verna has a medical condition which affects her mobility. Verna uses a **walking stick** to get around most of the time, but some days she needs to use a **wheelcha**ir. Verna also has **asthma** which has recently got much worse. She has **type two diabetes**. She takes **medication** and has a **diet plan** to cope with the **diabetes**.

**Sam Williams is fifty-two years old**. He has recently left his job at Morrisons in Tewkesbury because he had an argument with the manager. Sam and Verna are now living off a reduced income. Sam has a **hearing impairment** for which he uses a **hearing aid**. Sam also has a **learning disability** and a **speech impairment**. This means that he has difficulty communicating with people and he becomes frustrated when asked to repeat what he has said.

**Introduction to Verna (Level 2 Pass – Services)**

Verna has three main health problems which she will need to visit her GP about:

1. A medical condition which affects her mobility which means that she has to use a walking stick to get around most of the time, but sometimes she needs to use a wheelchair.
2. Asthma which is getting worse.
3. Type two diabetes

**GP - (Primary Care Provider)**

Verna has lived in Tewkesbury all her life and has always been registered with the GP practice which is now known as Mythe Medical Practice and which moved to The Devereux Centre, Barton Road, Tewkesbury 3 years ago.[[1]](#footnote-1) It is on the same site as the Tewkesbury Community Hospital[[2]](#footnote-2). If Verna needs to see the doctor she can ring [01684 293278](tel:01684%20293%20278) to make an appointment. When it is possible, Verna likes to have an appointment with her favourite GP, Dr Simon Fearn who has a particular interest in diabetic care and is the lead GP for the diabetes clinic in the area.[[3]](#footnote-3) It is essential for Verna to be registered with a GP in her local postcode area who can oversee all of her medical requirements.

Verna has been seeing Dr Fearn about all of her health concerns for the last twenty years, and he has helped her in the following ways:-

1. **Verna’s medical condition which affects her mobility**

Dr Fearn is treating Verna for the condition and she is receiving medication to help relieve the pain and inflammation for this condition. However, because her mobility was so bad, Dr Fearn felt that she needed to see an **Occupational Therapist** for an assessment of her mobility needs, so referred her to one at **Tewkesbury Community Hospital**[[4]](#footnote-4). Occupational therapists (OTs) are **Allied Health Professionals** who support people with physical problems to help them to live independently and safely.[[5]](#footnote-5) The OT assessed Verna and decided that it would be best if she could have a walking stick for daily use and a wheelchair for days when she is really struggling with her health and mobility, or, for instance, if she was going somewhere that would require a lot of walking.

1. **Verna suffers from Asthma**

Dr Fearn is also treating Verna for Asthma which she has suffered from since childhood. Verna has been given prescriptions for two inhalers – a preventer inhaler and a reliever inhaler. Verna has an appointment with the **Practice nurse,** Lisa Healeyat **Mythe Medical Practice**, who checks her lung capacity (using a Peak Flow meter) to make sure the medication is working and to give advice if she is having problems. The **practice nurses** in a surgery deal with a wide range of clinical care e.g. chronic disease management such as **diabetes, respiratory illness**, coronary heart disease, **influenza clinics**, **cervical cytology**, blood pressure and **dietary** advice. Therefore, Verna can see a **practice nurse** to help with both her **asthma** and **diabetes**, as well as the nurses administering her **Annual Winter Flu Vaccine** (which she will have for free as she has asthma) and they will also carry out her **Cervical Screening** every 3 years.[[6]](#footnote-6) Regarding her asthma, Verna was also given a peak flow meter and a chart to take home and keep a record of her breathing every day, but she usually forgets to do it. As Verna’s Asthma has recently got a lot worse, Dr Fearn decides that she should be referred to the **Respiratory Medicine Department (Secondary Care Provider)** at Cheltenham General Hospital for further tests.[[7]](#footnote-7)

1. **Verna suffers from Type 2 Diabetes**

Dr Fearn is also prescribing medicine to Verna for type 2 Diabetes which she has suffered from for the past few years due to becoming obese because of her mobility issues. She also has to attend a **Diabetes Clinic** at **Tewkesbury Community Hospital** once every 6 months. At the clinic she is seen by a nurse who checks her height, weighs her and measures her blood pressure. She will also be asked details of her last eye screening and foot examination. She will then be seen by a doctor who will be a consultant or a member of their team, sometimes she is lucky and sees her own GP, Doctor Fearn! In the clinic Verna will also have the opportunity to see the **Diabetes Specialist Nurse, Dietitian** and **Podiatrist** (these are all examples of Allied Health Professionals who support individuals with specific health or mental problems).[[8]](#footnote-8) In the clinic they will check that both Verna’s diet plan and medication are right for her current situation, and will change them if necessary.

**Introduction to Sam (Level 2 Pass – Services)**

Sam has three main problems which he requires help with:

1. A hearing impairment for which he uses a hearing aid.
2. Speech impairment - which means that he has difficulty communicating with people and becomes frustrated when asked to repeat what he has said.
3. A learning disability

**GP - (Primary Care Provider)**

Again, Sam has also lived in Tewkesbury all his life and has always been registered with the GP practice which is now known as Mythe Medical Practice and which moved to The Devereux Centre, Barton Road, Tewkesbury 3 years ago.[[9]](#footnote-9) It is on the same site as the Tewkesbury Community Hospital[[10]](#footnote-10). If Sam needs to see the doctor he can ring [01684 293278](tel:01684%20293%20278) to make an appointment. When it is possible, Sam also likes to have an appointment with his favourite GP, **Dr Stuart Hutchison** as he has found him caring and compassionate towards his needs. It is essential for Sam to be registered with a GP in his local postcode area who can oversee all of his medical requirements.

Sam has been seeing **Dr Hutchison** about all of his health concerns for the last twenty years, and he has helped him in the following ways:-

1. **Sam suffers with a hearing impairment**

Sam has had a hearing impairment since he was a small boy. His medical history indicates that he possibly suffered from Glue Ear which wasn’t treated and left him with a permanent hearing impairment which was never properly treated.[[11]](#footnote-11) **Dr Hutchison** examined Sam, and decided that it would be better if a specialist had a look, and referred Sam to his local branch of **Scrivens Opticians** in Tewkesbury High Street to help him with his hearing impairment.[[12]](#footnote-12) **Scrivens Hearing Care** provides an **NHS** hearing service which is available to patients who are eligible and have been referred by their GP. Their free service includes:

* A comprehensive hearing assessment
* Fitting of digital hearing aids (where required)
* Ongoing aftercare support
* A regular supply of batteries

When Sam visited, they were able to fit Sam with a hearing aid on the same day as his assessment appointment, so he was able to start benefitting from clearer hearing straight away. NHS hearing aids used to be solely fitted and distributed through hospitals, but this is no longer true, therefore Sam can benefit from this service locally and receive the free ongoing aftercare support.

1. **Sam suffers with speech impairment**

Sam has also had his speech impairment also since he was a small boy – his speech, perhaps being impaired initially by his hearing problems and also connected to his learning disability. This was spotted by his local **Health Visitor** whose role it is to “provide families with children under five years old with support and advice around the general aspects of mental, physical and social wellbeing”.[[13]](#footnote-13) She noticed that Sam had difficulty understanding spoken language and also using language as he did not find it easy to make sounds. This also affected his ability to express himself and have appropriate social skills which meant he found it difficult to make friends. This also caused him to have behaviour problems as he felt so frustrated and confused, which would often lead to outbursts of anger or he become very quiet and withdrawn.[[14]](#footnote-14) When Sam saw Dr Hutchison recently he explained that he had recently lost his job due to becoming frustrated and angry because of his speech impairment, as he couldn’t explain his problem to the manager. As a result of this, Dr Hutchison has decided to refer Sam to the **Adult Speech and Language Therapy Department** at **Gloucestershire Royal Hospital** in Gloucester, who will hopefully be able to help him with the difficulties he is experiencing.[[15]](#footnote-15)

1. **Sam suffers with a learning disability**

Sam had his learning disability diagnosed as a young boy when he was visited by the local **Health Visitor**, at a similar time to his speech and hearing impairments. As the Health Visitor was quick to be able to refer him to the **Community Learning Disability Team (CLDT)** for a diagnosis.[[16]](#footnote-16) Sam was diagnosed with moderate learning difficulties which then meant that he was eligible to go to **Alderman Knight School** in Tewkesbury. “Alderman Knight School is one of 8 special schools in Gloucestershire, established to meet the needs of children who have Special Educational Needs (they educate)…. children between the ages of 5 to 19 years with a range of special educational needs. The majority of children have moderate and additional complex learning needs.”[[17]](#footnote-17) Throughout his life Sam has been involved with the **Community Learning Disability Team** as they have a team of professionals who can help him with his learning disability, including Community Nurses (who provide specialist advice, support, education and training to help improve the physical and mental wellbeing of people with a learning disability), Physiotherapists, Psychiatrists, Psychologists, Occupational Therapists and Speech and Language Therapists.[[18]](#footnote-18) The 2 nearest locations for him to visit currently are Pullman Place in Gloucester and Leckhampton Lodge in Cheltenham.

**(Level 2 Pass – Services)**

**An Analysis of the extent to which health and social care services meet the needs of Verna and Sam (Analyse the services using PEE sentences (pros and cons)**

**GP**

Both Verna and Sam are registered at the same GP practice, although they prefer to see different doctors. The GP practice is in a modern building (3 years old) which will be compliant with current building regulations and be accessible to both Verna and Sam with their specific needs. For example, the doors will be wide for wheelchair access, there will also be disabled toilet facilities and a lift. There will also be a hearing loop installed which will be useful for Sam with his hearing aid. The GP practice was previously in an older building with narrow doors and poor access, so this building is much better for individuals with needs such as Verna and Sam. It is also located within their postcode area which is very important, and it also offers home visits, should they become housebound.

**Occupational Therapist (OT)**

Verna has mobility issues, so because of this, she was referred to an OT by Dr Fearn at Tewkesbury Community Hospital. Verna’s GP and Tewkesbury Community hospital are both on the same site in Tewkesbury, so this would make it easier for Verna to know where to go, and the hospital is also only 7 years old, so is a brand new building built with all the access requirements necessary.[[19]](#footnote-19) It is important for Verna to be assessed by an OT as they are specialists in their field and would not only be able to give Verna the equipment she needs, but explain how to use it an advise on other mobility issues she may have. The OT will meet the needs of her mobility issues and help to make her life easier and is also local to Verna so she doesn’t have to travel any further than her local GP surgery to get there.

**Practice Nurse**

Verna can see the practice nurse at her local surgery for many of her health issues including, her diabetes and asthma as well as the nurse being able to administer her annual Winter Flu Vaccine (which she will have for free as she has asthma) and they will also carry out her Cervical Screening every 3 years. As Verna has a variety of issues she will probably get to know the nurses quite well, which will be beneficial for her. This also means that she doesn’t need to remember to book different things in different places as they are all done in the same place at her local GP surgery.

**Respiratory Medicine Department**

As Verna’s Asthma has recently got a lot worse, Dr Fearn decides that she should be referred to the **Respiratory Medicine Department** (Secondary Care Provider) at **Cheltenham General Hospital** for further tests. This is important for Verna as Asthma is a chronic condition from which can be fatal. This will be beneficial to Verna as they may change her medication to be able to manage her Asthma better. However, the department is at Cheltenham General Hospital which may be difficult to access. She will probably need to ask for community transport (or a friend) to help drive her there as she would probably have to catch at least 2 buses which would be difficult due to her mobility issues, or get a Taxi which would cost £20 each way, which would be too expensive.

**Diabetes Clinic**

This is based at Tewkesbury Community Hospital, which she has to attend once every 6 months. As previously mentioned, Tewkesbury Community Hospital is on the same site as her GP practice and the hospital is a brand new building built with all the access requirements necessary.[[20]](#footnote-20) It is **important** for Verna to be seen regularly by a Diabetic nurse who does all the appropriate checks and also for her to have the opportunity to see the Dietitian and Podiatrist (diabetics have to take great care of their feet) at the same time and in the same place. If Verna had to make separate appointments for all the specialists she needs to see in relation to her Diabetes, an appointment may be forgotten and this could prove fatal with this chronic disease. The locality of this clinic will make it more likely that Verna continues to attend and looks after her health.

**Scrivens Hearing Care**

In the past, NHS hearing aids used to be solely fitted and distributed through hospitals, which would have meant that Sam would have had to travel to Cheltenham or Gloucester for this service. Fortunately, Sam can now access hearing care at his local branch of Scrivens in Tewkesbury High Street. This makes this service more accessible to him, and potentially less of a barrier as it is in a High Street Opticians rather than in a hospital environment. Sam can also receive free ongoing aftercare support and get batteries from the store which will make it easier for him to have his hearing aids working properly, giving him a better quality of life. However, if he had to find transport to a hospital in another town, he may not bother.

**Adult Speech and Language Therapy Department**

The Adult Speech and Language Therapy Department at Gloucestershire Royal Hospital will be able to offer Sam help and support with his speech impairment, and possibly some strategies on how to cope with his frustration moving forward. However, as this service is only offered at Gloucestershire Royal Hospital he may find it difficult to access. There are infrequent buses to Gloucester from Tewkesbury and the train stations are both too far away from his home and the hospital for him to feasibly contemplate. Unfortunately, unless Sam can get a lift from a friend or be able to have community transport, then he might not be able to take advantage of the service on offer.

**Community Learning Disability Team**

Sam has been involved with the (CLDT) for most of his life, and they have a team of professionals who can help him with various day-to-day living needs, including Community Nurses, Physiotherapists, Psychiatrists, Psychologists, Occupational Therapists, Speech and Language Therapists.[[21]](#footnote-21) However, there is no longer a CLD team in Tewkesbury and the 2 nearest locations for him to visit currently are Pullman Place in Gloucester (near Gloucestershire Royal Hospital) and Leckhampton Lodge (on the far side of Cheltenham). As previously stated, transport issues may be a barrier for Sam going to see the team, but he may be more inclined to make the effort to go there, as there are so many specialists ‘under one roof’, including Speech and Language Therapists.

**(Level 2 Merit - Services)**

**An Assessment of the extent to which health and social care services meet the needs of Verna and Sam**

|  |  |  |
| --- | --- | --- |
| **Ranking of Services for Sam and Verna and Why** | | |
| **1** | **GP** | In my opinion, The GP practice offers the best service for both Sam and Verna. As they have been patients for many years they are both familiar with the doctors at the practice, and the doctors are also familiar with them and their individual needs and circumstances. The GP is the first person to see them (as a Primary Care Provider) regarding their ongoing health care and needs, and is also the person who can refer them on to Secondary, Tertiary and Allied Health Professionals. Without the GP referrals Sam and Verna would not have access to these other services they are entitled to. Location wise, the practice is very close to home, despite some mainly geographic barriers particular to Verna and Sam which may make accessing the surgery difficult at times. A downside would be that they may not have appointment times as and when Verna requires, particularly due to her geographic barriers. However, home visits can be considered. |
| **2** | **Practice Nurse** | In my opinion, the Practice Nurse offers the second best service, particularly for Verna. The practice nurse offers so many treatments in one place, close to home that this is an excellent service for her. Again, as Verna has been a patient for many years at this surgery, Verna will be familiar with some of the nurses at the practice, and they will be familiar with her and her individual needs and circumstances. As the practice nurses are in the same place as the doctors, Verna will be used to having to travel there, and the familiar surroundings will be reassuring to her. Despite the surgery having only moved 3 years ago, the new facilities and access far outweigh missing the old surgery. A downside would be that the nurse may not have appointment times as and when Verna requires, particularly due to her geographic barriers. |
| **3** | **Diabetes Clinic** | In my opinion, the Diabetes clinic offers the next best service, particularly for Verna. This clinic is held at Tewkesbury Community Hospital which is on the same site as her GP practice so is familiar to her. The building is only 7 years old so complies with all the accessibility regulations and is a place where Verna can access all the people who can support her with her Diabetes medication and lifestyle. Having access to all these professionals in one place, in the town in which she lives is a benefit to Verna so she doesn’t have to remember to go to see different professionals in different towns at different times. A downside would be that they may not have appointment times as and when Verna requires, particularly due to her geographic barriers. |
| **4** | **Scrivens Hearing Care** | In my opinion, Scrivens Hearing Care offers the next best service, particularly for Sam. As Scrivens can offer the same facilities and support as the NHS would in a Hospital in a large town, this is excellent news for Sam as he doesn’t have to leave Tewkesbury, and can pop in 6 days a week if he has a problem without having to make an appointment. Sam can also walk into town independently from his accommodation if he so chooses, or catch the bus if he wants to. The availability and simplicity of using this service is excellent for Sam, who may struggle with his learning disability to leave Tewkesbury due to anxiety issues around his frustration with his speech impairment, e.g. the bus driver not understanding where he wants to go to. |
| **5** | **OT** | In my opinion, the OT offers the next best service, particularly for Verna. The OT can be found at Tewkesbury Community Hospital which is on the same site as her GP practice so is familiar to her. The building is only 7 years old so complies with all the accessibility regulations and is a place where Verna can access the OT to discuss and have help and support with her mobility issues. However, in Verna’s case, unless her mobility changes drastically, she would only see the OT once or twice, and this would not be an ongoing service. A downside would be that the OT may not have an appointment time that suits Verna, particularly due to her geographic barriers However, an OT may decide to visit her in her home, so she may not have to venture out at all! |
| **6** | **CLDT** | In my opinion, the CLDT offers the next best service, particularly for Sam, because, as with Verna and her Diabetic clinic, the CLD offer a team of people under one roof, so Sam doesn’t have to remember to go to see different professionals in different towns at different times. However, the team are no longer in Tewkesbury and the 2 nearest locations are Gloucester and Cheltenham. As previously stated, transport issues may be a barrier for Sam going to see the team, but he may be more inclined to make the effort to go there, as there are so many specialists ‘under one roof’, including Speech and Language Therapists who all specialise in supporting his disability. |
| **7** | **Respiratory Medicine** | In my opinion, the Respiratory Medicine department offers the next best service, particularly for Verna. This Department is only available at Cheltenham General Hospital which is at least 2 bus rides for Verna to be able to get to, which may prove too much of a barrier to her, unless she can get someone to drive her. The building is also very old and complicated in layout due to additions over the years so may prove difficult accessing when she gets there. It would be best if Sam or an advocate was there to support her in accessing this appointment. Verna should go to see the department as recommended by her doctor, but hopefully this will only amount to one or possibly 2 appointments as hopefully her GP and the practice nurse can look after her from then on. |
| **8** | **Adult Speech and Language Therapy Department** | In my opinion, the Adult Speech and Language Therapy Department offers the least best service, particularly for Sam, because, this service is only available at Gloucestershire Royal Hospital which is difficult to access. Also, as we have found out, Sam can access a speech therapist at the CLDT, where he can see many professionals at once, therefore it seems illogical to travel to one place for one thing when he could go to another place where he can have most of his needs met in one place. As previously stated, transport would be a barrier for Sam in getting to Gloucester as public transport is difficult between the towns, and without a job, Sam has a financial barrier also in being able to afford transport. |

**(Level 2 Distinction – Services)**

**Barriers to Accessing Health Care Services (Level 2 Pass, Merit and Distinction – Barriers)**

In this section I am going to explain the **barriers** to accessing the **GP Surgery** for **Verna**

|  |  |  |  |
| --- | --- | --- | --- |
| **BARRIERS** | **Explanation of How BARRIERS might STOP Verna accessing the GP practice Pass** | **Explanation of How the BARRIER to Accessing Services might be OVERCOME**  **Merit** | **Assessment of SUGGESTION for how BARRIERS might be overcome**  **Distinction** |
| **Living in a second floor flat** | Verna lives in a second floor flat in which the lift is often broken. As Verna has mobility issues requiring use of a walking stick or wheelchair, this may stop her from leaving the flat as she may find two flights of stairs too difficult. | As the flat Verna lives in is on the second floor she could apply to the council for a home exchange to allow her to have a ground floor flat or bungalow instead.[[22]](#footnote-22) | Living in a second floor flat will become increasingly difficult if Verna’s chronic conditions of Asthma and Diabetes worsen. She may later need a stair lift which may not be possible to fit in a communal building, however an exchange may not be possible. |
| **Bus stop** | Even if the lift is working, Verna may not be able to walk or propel herself the half mile to the bus stop, particularly if it is uphill. | If she moves, she may be able to move nearer to a bus stop. Or if not, if Sam is at home, he could push Verna in her wheelchair. | Moving closer to town/the surgery/a bus stop would remove many transport barriers for Verna. |
| **Bus** | If Verna gets to the bus stop, if she is in her wheelchair, they may not have an accessible bus with ramps for her to get on or off successfully, or she may not be able to manage the step if she is using her stick. | If Sam were to go with Verna, he could help her on and off the bus. If the bus does not have ramps, Verna could complain to get this rectified as this is her right. | Verna should have easy access to public transport, as failing to provide this counts as discrimination against her as a disabled person. Also, Sam may not always be available to help Verna. |
| **Distance to GP Surgery** | The walk to the GP surgery would be very difficult as it would mean that Verna would have to walk for about a mile to the GP practice and Tewkesbury is an old town which has many uneven pavements. | Verna could complain to Tewkesbury Borough Council about the state of the pavements and explain how difficult it is for her to access town and her GP surgery with her mobility issues. | Despite Verna’s complaints to the council, it would be unlikely that they would be able to rectify all of the pavements to a suitable standard for her mobility needs, particularly as the council has limited funds. |
| **Crossing roads** | Also, Verna would have to cross many roads if she was walking to the surgery which would be frustrating both for her and maybe motorists if she was too slow crossing the road. | Verna should try and make appointments to see her GP to avoid busy traffic times e.g. times when people are driving to/from work and/or school to make her feel more confident. | Avoiding busy times is a good idea, although may not always be practical due to availability of appointment times at the GP practice. |
| **Busy town** | Tewkesbury has small pavements and can often be busy, particularly on market days and when children are walking to and from school. | Verna should try and make her appointments to avoid school times and market days. | Avoiding busy times may not always be practical due to availability of her Doctor and appointment times at the GP practice. |
| **Bins/Parked cars** | Additionally, bins left out for collection and cars parked half on pavements can also be a barrier for passing pedestrians, particularly with mobility issues. | Verna should try and make her appointments to avoid bin collection days (Thursdays) and avoid streets where cars park on pavements, so that she doesn’t have to walk on the road. | Avoiding bin days and some streets may not always be practical due to availability of appointment times and may involve a longer walk. |
| **Taxi** | Verna would probably be unable to afford a Taxi, particularly now Sam has lost his job at Morrisons. | Verna could apply for volunteers to take her to the GP, such as ‘Dial-a-ride’ or Tewkesbury Borough Community Transport.[[23]](#footnote-23) | If volunteer transport could be arranged and relied upon, this would be a good solution for Verna until more suitable accommodation could be found. |
| **Floods** | Tewkesbury lies on the Severn and Avon rivers which both flood onto the roads and this impacts on travel by car, bus and by foot. | If Verna really cannot get to the surgery, she could ask for a home visit from the GP who will do so if the situation is urgent.[[24]](#footnote-24) | Home visits are a real possibility from Verna’s GP surgery, although should only be requested if urgent. |
| **Weather** | If it is raining, snowing or icy, this also may prevent Verna going out, particularly if it is cold as she suffers from asthma.  She also may not want to go out if it is extremely hot as she is probably overweight or obese due to her chronic health conditions and this may cause her to sweat and become uncomfortable or suffer with heatstroke. | If the weather is too restrictive and Verna urgently needs to see the GP, then she could ask for a home visit.  However if it is not urgent, Verna could wait until the weather improves and rebook, or enquire if there is any community transport to assist her. | As above, home visits are a real possibility from Verna’s GP surgery, although should only be requested if urgent. If the weather is very cold and she has asthma issues, she should ring her GP to explain her predicament, who would then be able to make a judgement as to whether she should have a home visit or not. |
| **Lift at the Surgery** | If Verna manages to get to the surgery, although her doctors surgery is new, it is also upstairs, so if the lift wasn’t working she wouldn’t be able to get up there. | If Verna finds that the lift is often not working, she can complain to the surgery. A doctor may also be able to use a downstairs room to see her in. Failing that, she could change surgeries to the Church Street Practice which is in the same building on the ground floor. | As the building is fairly new, lift issues shouldn’t really be a big problem but if they do persist and are not mended, again this could be interpreted as discrimination. Changing GP practices would be a drastic decision as both Sam and Verna have been with the same GP practice all of their lives, and would be an extreme solution. |
| **Grade**  **Achieved** | **(Level 2 Pass – Barriers)** | **(Level 2 Merit – Barriers)** | **(Level 2 Distinction – Barriers)** |

**Conclusion**

In conclusion, I have written about two people called Sam and Verna who both have individual health and social care needs.

I have explained how particular health and social care services meet the individual needs of Sam and Verna and analysed the extent to which those health and social care services met their needs. I have also assessed the suitability of the health and social care services for Sam & Verna. .

I have also explained how barriers could affect the use of one health or social care service and also explained how these barriers can be overcome. I have also made justified and realistic suggestions for how these barriers can be overcome.

Overall, Sam and Verna have many difficulties accessing some of the health or social care services in their area, mainly due to geographic barriers. However, if they were able to move house nearer to the GP practice and Hospital this may make their lives a lot easier. It would also be beneficial for Sam to find another job so they wouldn’t be so limited financially.

1. <https://www.mythemedical.co.uk/> (accessed 03/03/20) [↑](#footnote-ref-1)
2. <https://www.nhs.uk/Services/hospitals/Overview/DefaultView.aspx?id=95103> (accessed 03/03/20) [↑](#footnote-ref-2)
3. <https://www.mythemedical.co.uk/practice-information/doctors/> (accessed 03/03/20) [↑](#footnote-ref-3)
4. <https://www.nhs.uk/Services/hospitals/Services/Service/DefaultView.aspx?id=228904> (accessed 03/03/20) [↑](#footnote-ref-4)
5. Baker, B. (2017). *BTEC Tech Award Health and Social Care Student Book*. Pearson Education Limited (P70) [↑](#footnote-ref-5)
6. <https://www.mythemedical.co.uk/practice-information/healthcare-team/> (accessed 04/03/20) [↑](#footnote-ref-6)
7. <https://www.nhs.uk/Services/hospitals/Services/Service/DefaultView.aspx?id=193779> (accessed 03/03/20) [↑](#footnote-ref-7)
8. <https://www.gloshospitals.nhs.uk/our-services/services-we-offer/diabetic-medicine/> (accessed 03/03/20) [↑](#footnote-ref-8)
9. <https://www.mythemedical.co.uk/> (accessed 03/03/20) [↑](#footnote-ref-9)
10. <https://www.nhs.uk/Services/hospitals/Overview/DefaultView.aspx?id=95103> (accessed 03/03/20) [↑](#footnote-ref-10)
11. <https://www.nhs.uk/conditions/glue-ear/> (accessed 04/03/20) [↑](#footnote-ref-11)
12. <https://scrivens.com/branch/tewkesbury-2/?l=GL20%205QQ> (accessed 04/03/20) [↑](#footnote-ref-12)
13. <https://www.mythemedical.co.uk/practice-information/healthcare-team/> (accessed 04/03/20) [↑](#footnote-ref-13)
14. <https://www.bbc.co.uk/cbeebies/grownups/speech-and-language-difficulties> (accessed 04/03/20) [↑](#footnote-ref-14)
15. <https://www.ghc.nhs.uk/our-teams-and-services/adultslt/> (accessed 04/03/20) [↑](#footnote-ref-15)
16. <https://www.ghc.nhs.uk/our-teams-and-services/cldt/> (accessed 04/03/20) [↑](#footnote-ref-16)
17. <https://www.aldermanknight.gloucs.sch.uk/local-offer> (accessed 04/03/20) [↑](#footnote-ref-17)
18. <https://www.ghc.nhs.uk/our-teams-and-services/cldt/> (accessed 04/03/20) [↑](#footnote-ref-18)
19. <https://www.ghc.nhs.uk/news/new-tewkesbury-community-hospital-set-to-open-monday-7-october/> (accessed 04/03/20) [↑](#footnote-ref-19)
20. <https://www.ghc.nhs.uk/news/new-tewkesbury-community-hospital-set-to-open-monday-7-october/> (accessed 04/03/20) [↑](#footnote-ref-20)
21. <https://www.ghc.nhs.uk/our-teams-and-services/cldt/> (accessed 04/03/20) [↑](#footnote-ref-21)
22. <https://www.councilhomeswap.co.uk/Tewkesbury-House-Exchange.html> (accessed 04/03/20) [↑](#footnote-ref-22)
23. <https://tewkesbury.cylex-uk.co.uk/company/tewkesbury-borough-community-transport-18694163.html> (accessed 04/03/20) [↑](#footnote-ref-23)
24. <https://www.mythemedical.co.uk/practice-information/home-visits/> (accessed 04/03/20) [↑](#footnote-ref-24)